



October 31, 2014

To: Executive Board

Subject: **Contract Transition - Foothill Transit Arcadia Operations and Maintenance**

Recommendation

Receive and file a status update on contract transition activities at Foothill Transit's operations and maintenance facility in Arcadia.

Analysis

At the July 25, 2014 meeting the Executive Board authorized award of a contract to Transdev for transit operations and maintenance for 146 CNG buses operating out of Foothill Transit's Arcadia facility. The transition of this contract to Transdev from First Transit occurred at 12:01 on Sunday, October 5, 2014.

After the 60 day transition from First Transit, Transdev began its operation with 271 coach operators and 28.5 mechanics as well as the required road supervisors, dispatchers and utility personnel required to provide service.

Leading up to the transition, all coach operators and maintenance technicians underwent new hire orientation and training that is specific to Transdev. Additionally, each employee received refresher customer service training. All training activities associated with the transition process took place outside of the employees' normal working hours, so as to minimize impact on the service being provided.

The turnover process also involved a complete audit and inspection of Foothill Transit's fleet, facility and equipment at the Arcadia location to ensure that all Foothill Transit assets would be returned in a condition that met Foothill Transit's standards. The initial turnover audits and inspections were completed and provided an opportunity for First Transit to address any issues identified by members of the administrative team or by the independent third-party contractors hired to complete the turnover assessments including making the necessary repairs to the vehicles and facilities. In addition, separate equipment audits on the fare collection equipment were conducted along with cash counts of farebox revenues to ensure proper functioning of the equipment that was to be assigned to Transdev by October 5th.



Transdev personnel participated in the second round inspections and provided assessments and/or acceptance of the facilities, buses and equipment beginning on October 4th. In order to provide the equipment necessary for Transdev to be able to meet service, Foothill Transit procured the services of Complete Coach Works to provide mechanics to make the repairs that First Transit was unable to complete prior to the transition. This work began on October 6th. It is anticipated that these repairs will be complete by November 1st.

Foothill Transit staff continues to finalize the details of the transition from First Transit to Transdev, identifying opportunities for improvement, including facility and equipment updates. Transdev has identified and introduced several systems and technologies to assist in providing a high level of service to Foothill Transit customers with particular focus on the areas of safety, customer service, dispatch, communication, and maintenance.

The agreement with Transdev is for a four-year term with three two-year options that can be exercised at Foothill Transit's sole discretion.

Budget Impact

This is a status update item only. There is no budget impact.

Sincerely,

A blue ink signature of LaShawn King Gillespie, written in a cursive style.

LaShawn King Gillespie
Director of Customer Service and Operations

A blue ink signature of Doran J. Barnes, written in a cursive style.

Doran J. Barnes
Executive Director